



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219
<http://www.cns.state.va.us/dmas>

MEDICAID MEMO

TO: All Providers serving Virginia Medicaid recipients and
Managed Care Organizations providing services to Virginia
Medicaid recipients, and all holders of the Virginia Medicaid
provider manuals

FROM: Eric S. Bell, Director
Department of Medical Assistance Services

SUBJECT: Non-Emergency Transportation Services Beginning July 2, 2001

MEMO	Special
DATE	6-1-01

The purpose of this memorandum is to inform you of changes to the provision of non-emergency transportation beginning July 2, 2001.

Beginning July 2, 2001, the Department of Medical Assistance Services (DMAS) will utilize brokered transportation services. **DynCorp** will coordinate all non-emergency transportation for Medicaid recipients residing in **Regions 2, 3, 4, and 7** (see attached region description). The toll free number for DynCorp is 1-866-396-8221. **LogistiCare** will coordinate all non-emergency transportation needs for recipients residing in **Regions 1, 5, and 6** (see attached region description). The toll free number for LogistiCare is 1-866-608-8791.

These agencies will coordinate all non-emergency Medicaid transportation whether it is for public mass transit, taxicab, wheelchair van, non-emergency ambulance, or volunteer driver services. This is for all Medicaid recipients with transportation coverage under MEDALLION and regular Medicaid. **ALL** non-emergency transportation requests must be coordinated by these agencies as of **July 2, 2001**. These agencies will confirm Medicaid eligibility and transportation need. They will then schedule and assign the trip using the most appropriate transportation provider. As a broker agency, **DynCorp** and **LogistiCare** may call you for recipient information regarding verification of appointment dates, a basic description of the visit, validation that the recipient did show for the appointment and received service, and ask you for your evaluation of the non-emergency transportation services provided. We ask that you share the appropriate information with each of these agencies so that the quality and efficiency of recipient services continues to improve.

DMAS will send a separate notice to Medicaid recipients and transportation providers informing them about the role of **DynCorp** and **LogistiCare**. The brokers will publicize their separate **recipient reservation numbers** in advance of the contract start date.

Medicaid transportation coverage remains unchanged except that the recipient no longer has the choice of providers. Transportation is only provided when the recipient has no other appropriate transportation available such as a personal car and will only be provided to the nearest enrolled Medicaid provider of care. Efforts will also be made to coordinate transportation to common destinations such as a doctor's office.

MANAGED CARE ORGANIZATIONS

Managed Care Organizations (MCOs) currently serve recipients residing in 55 localities of the State. DMAS intends to expand MCO coverage to an additional 50 localities this fall. Recipients covered by MCOs are not affected by the brokered services above.

CHILDREN'S MEDICAL SECURITY INSURANCE PROGRAM (CMSIP)

Children enrolled in the Children's Medical Security Insurance Program (CMSIP) who do not have MCO coverage, are included under the non-emergency transportation brokerage services.

COPIES OF MEDICAID MEMORANDA AND PROVIDER MANUALS

DMAS publishes searchable and printable copies of its provider manuals and Medicaid memoranda on the Internet. Please visit the DMAS website at <http://www.cns.state.va.us/dmas/>. Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to see Medicaid memoranda. The Internet is the fastest way to receive provider information.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attachment

Transportation Regions and Brokers

Region 1- Bland, Bristol, Buchanan, Carroll, Dickenson, Galax, Grayson, Lee, Norton, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe. **Broker** is LogistiCare.

Region 2- Alleghany, Amherst, Appomattox, Bedford City, Bedford County, Botetourt, Campbell, Charlotte, Clifton Forge, Covington, Craig, Danville, Floyd, Franklin County, Giles, Halifax, Henry, Lynchburg, Martinsville, Montgomery, Patrick, Pittsylvania, Pulaski, Radford, Roanoke City, Roanoke County, Salem, South Boston. **Broker** is DynCorp.

Region 3- Amelia, Brunswick, Buckingham, Charles City, Chesterfield, Colonial Heights, Cumberland, Dinwiddie, Emporia, Goochland, Greenville, Hanover, Henrico, Hopewell, Lunenburg, Mecklenburg, New Kent, Nottoway, Petersburg, Powhatan, Prince Edward, Prince George, Richmond City, Surry, Sussex. **Broker** is DynCorp.

Region 4- Accomack, Chesapeake, Essex, Franklin City, Gloucester, Hampton, Isle of Wight, James City County, King and Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Norfolk, Northampton, Northumberland, Poquoson, Portsmouth, Richmond County, Southampton, Suffolk, Virginia Beach, Westmoreland, Williamsburg, York. **Broker** is DynCorp.

Region 5- Albemarle, Caroline, Charlottesville, Culpeper, Fauquier, Fluvanna, Fredericksburg, Greene, King George, Louisa, Madison, Nelson, Orange, Rappahannock, Spotsylvania, Stafford. **Broker** is LogistiCare.

Region 6- Augusta, Bath, Buena Vista, Clarke, Frederick, Harrisonburg, Highland, Lexington, Page, Rockbridge, Rockingham, Shenandoah, Staunton, Warren, Waynesboro, Winchester. **Broker** is LogistiCare.

Region 7- Alexandria, Arlington, Falls Church, Fairfax City, Fairfax County, Loudoun, Manassas City, Manassas Park, Prince William. **Broker** is DynCorp.